

Major Business Processes in the FSA Performance Division of the Analysis Enterprise Service

Overall Description:

FSA Performance Division ensures that mechanisms are in place to provide continual feedback and information so that organizational performance is optimized and strategic operating goals are achieved. The group plans, coordinates, implements and monitors organizational performance measurement activities and communicates the results of these efforts to Senior Managers and employees, as well as customers, partners, stakeholders and others. The group is comprised of **6 FTE**.

Primary business functions:

1. Long-Term and Short-Term FSA Operating Plan Development

Execute a process to develop the FSA Five-Year Plan and Annual Performance Plans. This work is required by the Performance-Based Organization's (PBO) enabling legislation and includes:

- Developing the planning framework which includes examining the requirements of the Department's Strategic Plan, the President's Management Agenda (PMA), the Strategic Investment Process and the Management Improvement Team (MIT) Blueprint as well as, the needs and wants of customers, constituent groups and others.
- Making preliminary recommendations based on the above referenced requirements for organizational goals and strategic direction.
- Facilitating meetings with high-level, channel representatives and others to refine strategy and develop organizational priorities and the tactics necessary to achieve the organizational goals as well as, the performance metrics that will help the group assess outcomes.
- Documenting plans ensuring they are compliant with the PBO enabling legislation and circulating them for review and comment to FSA's client and constituent groups.

The Annual Plan becomes the performance contract between the Secretary and the Chief Operating Officer (COO). In addition, this group drafts and maintains the official performance agreements between the COO and the Senior Leadership team. Further, this group translates the FSA operating plan into the Government Performance and Results Act (GPRA) plan submission for the Department.

2. Performance Monitoring

Monitor the Annual Performance Plan activities to ensure that organizational goals are reached. This includes:

- Establishing performance liaisons in each of the 11 channels and major operating units within FSA to report **bi-weekly** information and data related to operating projects and key measures.
- Reviewing and analyzing information and data as well as, previously received project plans and metric information.
- Developing bi-weekly assessments for each of the projects and key measures.
- Identifying projects and measures performing outside acceptable "standards" so that the COO and the General Managers can take appropriate action.
- Analyzing MIT and Department Strategic Plan status information and comparing it to FSA status data to identify potential issues for the COO.

3. Performance Reporting

Develop bi-weekly, quarterly and year-end reports that provide a “snap-shot” of our performance including accomplishments as well as, potential problem areas. In addition, the group reports status information to the MIT and Department’s Planning and Performance Management Database (PPMD). All performance information is reported and shared in a meeting of high-level representatives that helps us coordinate internal performance issues. This work involves:

- Drafting the reports that include highlights of our progress but also assessments for each project and measure as well as, the historical detail for the year.
- Developing the appropriate graphics and graphical depictions, like the “status at a glance,” for inclusion in the reports and that convey performance results.
- Preparing “Annual Results” briefing books that details accomplishments and is used by the Secretary and the COO to evaluate FSA’s performance.
- Complying with all MIT and Department status reporting as well as, preparing FSA’s annual report GPRA submission.
- Responding to all internal and external performance-related inquiries from the IG, GAO, OMB and others.
- Facilitating performance meetings that share status information as well as, concerns and issues the group is trying to resolve.

4. Project and Performance Measurement System Maintenance

Maintain the FSA Project and Performance Measurement System (PPMS) that collects data and information and provides the analysis tool for organizational assessment. This activity involves:

- Defining and developing the necessary data input screens.
- Managing the performance data input and reporting process.
- Developing assessment reports and ad-hoc queries to address questions.
- Performing routine maintenance and archival functions.
- Working with users to troubleshoot system problems and other issues.
- Training and developing all materials that help users utilize the system.

5. Measurement Development

Ensures that processes are in place to provide organizational performance feedback. The group designs, implements and manages organizational performance measurements, such as the nationally recognized American Customer Satisfaction Index (ACSI) Model, various internal surveys, the Executive Dashboard and other miscellaneous performance metrics. This involves:

- Working with business process owners to identify the appropriate framework and data to measure effectiveness, satisfaction, etc.
- Designing questionnaires and other data collection mechanisms
- Developing and validating the appropriate sample frames, if required.
- Collecting, tabulating and analyzing data.

- Liaisoning with data collection contractors--if utilized--to help manage the data collection and report writing processes.
- Publicizing and distributing results.
- Facilitating “fast track” OMB approval for internal FSA Performance surveys as well as, surveys undertaken by groups external to FSA Performance.